

ABSTRACT

A system for communication between operating equipment and field equipment, which, via a communications network, can be connected at least temporarily to a terminal for the purpose of data interchange. To this end, there is provided an application computer and a gateway server at nodes of the communications network. Loaded and executed on the gateway server are programs which comprise methods for speech recognition, for converting text to speech and telephony functions and also interpretation of VXML documents. The data interchange between the terminal and the gateway server is carried out using natural speech. A server process and at least one field-equipment-specific software program is loaded and executed on the application computer and comprises the control mechanism for a specific item of field equipment which can be addressed by the application computer.